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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the purchasing occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Fourteen duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: maintaining purchase, price, stock and consumption, and vendor records; maintaining catalog file and inventory control; conducting market studies and cost analysis; developing supply sources; securing quotation; choosing between contract and open market purchase; issuing purchase orders; corresponding with vendors; and fostering human relations. A glossary of purchasing terms is appended. (BP)

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Instructional Materials Laboratory
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AN ANALYSIS OF THE PURCHASING OCCUPATION

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FOREWARD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education. The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified; tools and equipment, procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

Purchasing encompasses many diverse areas - The occupation of purchasing agent-buyer can be found in the industrial, wholesale and retail areas. Due to the time factor, industrial purchasing was chosen. The approach was that of a person with some experience coming into the job of purchasing agent. A rookie entering this type of position would run into numerous difficulties. Furthermore few large companys would intrust a million dollar budget to a novice. The duties chosen encompass the basic activities of a purchasing agent in a company using a totally manual information retrievel system. This is probably the exception to the rule today-however, there are too many E.D.P. systems available, many of which are tailored to individual company needs. A basic understanding of the tasks will be sufficient knowledge to prepare a buyer to function under a E.D.P. system.

ACKNOWLEDGMENT

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JOB DESCRIPTION

An industrial purchasing agent secures for the company its requirements of raw materials and parts used in the manufacture of supply products at the lowest possible cost consistent with accepted standards; for quality and service, and in accordance with established policies and procedures.

An agent maintains purchase, price, stock, consumption, vendor records and catalog file; conducts market studies and cost analysis; develops sources of supply; secures quotations; chooses between contract and open market purchasing; maintains an inventory control system; issues purchase orders; corresponds with vendors and attempts to foster good human relations.

Duty A Maintaining Purchase Records

1 Record All Commodity Activity

//

(TASK STATEMENT) Record All Commodity Activity

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase history card Calculator Pen or pencil	List all purchases	

DECISIONS	CUES	ERRORS

(TASK STATEMENT) Record All Commodity Activity

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction and multiplication

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Receiver	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship

Duty B Maintaining Price Record
1 Record All Price Changes

(TASK STATEMENT) Record All Price Changes

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase history card Pen or pencil Price memo	List price changes	

DECISIONS	CUES	ERRORS
Determine whether to look for another source of supply to keep price competitive	Price increase	Non-standard product Lower quality product

(TASK STATEMENT) Record All Price Changes

Behavioral **SCIENCE**	**MATH – NUMBER SYSTEMS**
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals (Decimal) Fundamental Operations Addition, subtraction, multiplication, and division

COMMUNICATIONS

PERFORMANCE MODES	**EXAMPLES**	**SKILLS/CONCEPTS**
Reading	Price memo	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship

Duty C Maintaining Stock & Consumption Record

1 Record All Receipts

2 Record All Disbursements

3 Record Material Specifications

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(TASK STATEMENT) Record All Receipts

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order Pen or pencil	Transfer information from receiving copy of purchase order to original copy of purchase order	

DECISIONS	CUES	ERRORS
Determine accuracy of receipt	Original purchase order	Incorrect items Incorrect quantity

(TASK STATEMENT) Record All Receipts

Behavioral **SCIENCE**	**MATH – NUMBER SYSTEMS**
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction, and multiplication

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Receiving copy	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship

(TASK STATEMENT) Record All Disbursements

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase history card Pen or pencil	Read usage from stock requisition Record usage on purchase history card	

DECISIONS	CUES	ERRORS
Determine accuracy of information on purchase history card	Stock requisition	Incorrect records

Behavioral **SCIENCE**	**MATH – NUMBER SYSTEMS**
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole numbers Fundamental Operations Addition, subtraction and multiplication

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Stock requisition	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship

(TASK STATEMENT) Record Material Specifications

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase history card Pen and pencil	Read requirements from engineering List specifications on purchase history card	

DECISIONS	CUES	ERRORS
Determine accuracy of information on purchase history card	Engineering reports	Incorrect records

(TASK STATEMENT) Record Material Specifications

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Special sheet	Comprehension Detail/Inference Informational Reports Process Reports
Writing	Listing	Penmanship

Duty D Maintaining Vendor Record

1 Record Vendor Changes
2 Record Discount Changes
3 Record Term Changes
4 Record Product Changes
5 Record Shipping Information
6 Record Vendor Reliability

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(TASK STATEMENT) Record Vendor Changes

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vendor information card Card file Pen or pencil	Receive written notification from vendor Record name change Record address change Record sale representative change Record factory contact change Record telephone change Record TWX change	
DECISIONS	**CUES**	**ERRORS**
Determine accuracy of information on vendor card	Vendor notification	Incorrect records

Record Vendor Changes

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Fuctioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Memo from vendor	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship Informational Reports

(TASK STATEMENT) Record Discount Changes

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vendor information card Card file Pen or pencil	Receive written notification from vendor Record discount changes	
DECISIONS Determine whether to look for alternate sources	**CUES** Discount changes unfavorable to company	**ERRORS** Excessive cost to company

(TASK STATEMENT) Record Discount Changes

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rational Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Vendor memo	Comprehension Detail/Inference Informational Report
Writing	Listing	Penmanship

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(TASK STATEMENT) Record Term Changes

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vendor information card Card file Pen or pencil	Receive written notification from vendor Record term changes	

DECISIONS	CUES	ERRORS
Determine whether to seek alternate sources of supply	Term changes unfavorable	Excessive cost to company

(TASK STATEMENT) Record Term Changes

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Fuctioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Peformance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rational Numbers

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Vendor memo	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship

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(TASK STATEMENT) Record Product Changes

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vendor information card Card file Pen or pencil	Receive written notification from vendor Record product changes	

DECISIONS	CUES	ERRORS
Determine whether to seek alternate or secondary source	Product change-specification	Excessive cost to company Product not appropriate for company use

(TASK STATEMENT) Record Product Changes

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Vendor memo	Comprehension Detail/Inference Informational Reports Description of Mechanism
Writing	Listing	Penmanship Description

(TASK STATEMENT) Record Shipping Information

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vendor information card Card file Pen or pencil	Receive written notification from vendor Record shipping information	

DECISIONS	CUES	ERRORS
Determine whether to seek alternate source	Increase of minimum order Change of F.O.B. point Change of freight allowance	Excessive cost to company Undue delay in delivery

(TASK STATEMENT) Record Shipping Information

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Fuctioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Vendor memo	Comprehension Detail/Inference Informational Reports
Writing	Listing	Penmanship

(TASK STATEMENT) Record Vendor Reliability

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Vendor information card Card file Pen or pencil	Obtain knowledge from outside sources Review Standard and Pon Review Dun and Bradstreet Review financial statement Visit plant Review of past performance Trade association	
DECISIONS Determine whether to seek alternate source	**CUES** Past performance not reliable Financial report or plant visitation verifies doubtful reliability	**ERRORS** Late delivery

(TASK STATEMENT) Record Vendor Reliability

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization Capacity to maintain open mindedness and composure in the far seemingly different, eccentric or clashing value expressed behaviorally or verbally	Positive Rationals Fundamental Operations Addition, subtraction, multiplication and division Use of computing devices and mechanical aids Calculators Electric Mechanical Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology/ general vocabulary, clarity of expression, persuasion, dress, facial and body features
Reading	Reports	Comprehension, detail/inference, recommendation reports, terminology
Writing	Listing	Penmanship, description, clarity of expression
Listening	Obtaining information	Detection of propaganda devices, discriminate facts from non-facts, recognize opinions, and concentration
Viewing	Field trip	Visual analysis, memory, describing

Duty E Maintaining Catalog File
1 Maintain Catalog Library

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(TASK STATEMENT) Maintain Catalog Library

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
File cabinet with alphabetical dividers	Receive catalog from vendor for reference File alphabetically in catalog library	

DECISIONS	CUES	ERRORS

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(TASK STATEMENT) Maintain Catalog Library

Behavioral **SCIENCE**	**MATH – NUMBER SYSTEMS**
Principle: Attributes of Maximum Fuctioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	**EXAMPLES**	**SKILLS/CONCEPTS**
Reading Writing	Catalogs Date received	Comprehension Detail/Inference Penmanship Classification

Duty F Conducting Market Studies

1 Survey Market Trends

2 Survey Market Prices

3 Survey Competitor Activity

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(TASK STATEMENT) Survey Market Trends

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Periodical publications Trade journals Newspaper publications Trade association publications Government surveys	Read or scan publications Write executive report	

DECISIONS	CUES	ERRORS
Determine whether to change product lines Determine whether to purchase quantity Determine whether to purchase substitute commodity	Price, availability, quality, increase production capacity	Over investment Fewer turn overs Lose competitive position in market

(TASK STATEMENT) Survey Market Trends

Behaviorial SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization Capacity to maintain open-mindness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Positive Rationals Fundamental Operations Addition, subtraction, multiplication, and division Use of Computing Devices and Mechanical Aids Calculators Electric Mechanical Computers

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Market publications	Comprehension Detail/ Inference Informational Report
Writing	Executive report	Penmanship Spelling Description Terminology General/Vocabulary

(TASK STATEMENT) Survey Market Prices

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Periodical publications Trade journals Newspaper publications Trade association publications Government surveys	Read or scan publications Write executive report	

DECISIONS	CUES	ERRORS
Determine whether to buy on future market Determine whether to purchase substitute commodity	Price fluctuation Quality fluctuation Quality	Financial loss Inferior product

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(TASK STATEMENT) Survey Market Prices

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization Capacity to maintain open-mindness and composure in the far seemingly different eccentric or clashing value expressed behaviorally or verbally	Positive Rationals Fundamental Operations Addition, subtraction, multiplication and division Use of computing devices and mechanical aids Calculators Electric Mechanical Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Publications	Comprehension Detail/Inference
Writing	Executive report	Informational report Penmanship Spelling Description Terminology/General Vocabulary

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(TASK STATEMENT) Survey Competitor Activity

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Shoppers Salesperson Purchase of competitors' merchandise	Obtain knowledge of own merchandise line Shop and compare competitor's merchandise Secure competitive information from salesperson Secure salesperson reports on competitor's information Test and analyze competitor's merchandise	

DECISIONS	CUES	ERRORS
Price adjustment, quality adjustment, service adjustment	Decline of sales	Financial loss Competitive edge of market

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(TASK STATEMENT) Survey Competitor Activity

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals Fundamental Operations Addition, subtraction, multiplication and division Use of computing deivces and mechanical aids Calculators Electric Calculators Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology/ general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/General Vocabulary
Listening	Oral description	Detection of propaganda, discriminate fact from non-fact, recognize opinion, logic
Viewing	Observing competitor's merchandise	Visual analysis, memory, describing, detail and inference
Touching	Competitors merchandise	Texture

Duty G Conducting Cost Analysis

1 Secure Machine Cost

2 Secure Production Rate

3 Secure Operational Cost

4 Analyze and Compare Efficiency

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(TASK STATEMENT) Secure Machine Cost

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalogs Bid quotations Salespersons	Survey catalog pricing Survey quotation pricing Survey salespersons for pricing	

DECISIONS	CUES	ERRORS
Determine whether to buy new machines Determine whether to buy used machines Determine whether to rent or lease machines Determine whether to manufacture machines	Financial Longevity Availability	Financial loss

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(TASK STATEMENT) Secure Machine Cost

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietness 6. Mental Clarity 7. Organization	Positive Rationals Fundamental Operations Addition, subtraction, multiplication and division Use of computing devices and mechanical aides Calculators Electric Mechanical Mechanical Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary
Listening	Oral description	Discriminate fact from non-fact, recognize opinions, logic
Reading	Reading catalogs	Comprehension, detail-inference, information reports, physical experiment reports

(TASK STATEMENT) Secure Production Rate

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalogs Bid quotations Salespersons	Survey catalog production rate Survey quotation production rate	

DECISIONS	CUES	ERRORS
Determine if the production rate is within limits of production requirements	Quantitative	Financial loss

(TASK STATEMENT) Secure Production Rate

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals Fundamental Cperations Addition, subtraction, multiplication and division Use of computing devices and mechanical aids Calculators Electric Mechanical Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals quotations, physical experiment and reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/ general vocabulary

(TASK STATEMENT) Secure Operational Cost

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalogs Bid quotation Salesperson	Survey catalog operation cost Survey quotation operation cost	

DECISIONS	CUES	ERRORS
Determine if the operation cost is within the required limits	Excessive cost	Financial loss

(TASK STATEMENT) Secure Operational Cost

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals Fundamental Operations Addition, subtraction, multiplication and division Use of computing devices and mechanical aids Calculators Electric Mechanical Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals, quotations, physical experiments and reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary

(TASK STATEMENT) Analyze and Compare Efficiency

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalogs Bid quotations Salespersons	Survey catalog specifications Survey quotation specifications Compare and plot efficiency	

DECISIONS	CUES	ERRORS
Choose items meeting or bettering efficiency specifications	Most efficient item	Financial loss

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(TASK STATEMENT) Analyze and Compare Efficiency

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Positive Rationals Fundamental Operations Addition, subtraction, multiplication and division Use of computing devices and mechanical aids Calculators Electric Mechanical Computers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals quotations, physical experiments and reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary

Duty H Developing Supply Sources

1 Interview Manufacturer Sales Representative
2 Read Thomas Register
3 Read Dun and Bradstreet
4 Read Trade Publications
5 Read Literature Received By Mail
6 Inspect Suppliers Plant

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(TASK STATEMENT) Interview Manufacturing Sales Representative

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Buyer's office Telephone Pen & pencil Reference material Purchase order Receiver Invoices Returns	Secure product information Secure general information Process adjustments and complaints	
DECISIONS	**CUES**	**ERRORS**
Determine if product fits into company policy relating to price, quality, service Determine if terms, discount, F.O.B. point & method of shipment fit into requirements adjust Determine if representative is getting satisfactory results for adjustments and complaints	Vendor reliability, price and performance	Financial and administrative

(TASK STATEMENT) Interview Manufacturing Sales Representative

SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clairty, organization Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables Capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing value expressed behaviorally or verbally Professionalism. Maintain capacity to foster trust, cooperation; to generate integrity; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variable; exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Rational Number Fundamental Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology, general vocabulary, clarity of expression, persuasion, dress, facial and body features
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic, note taking
Reading	Product information	Comprehension, detail inference, informational reports
Writing	Product reports	Penmanship, spelling, description, terminology
Viewing	Sample product	Visual analysis, describing, memory, color
Touching	Sample product	Size, shape, texture

(TASK STATEMENT) Read Thomas Register

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalog file or book case Thomas Register Publication	Find new source of supply Survey for product information Survey for company size Survey for company rating Survey for company address	

DECISIONS	CUES	ERRORS
Determine if manufacturer fits general requirements Request quotation	If manufacturer is listed	Loss of profits

(TASK STATEMENT) Read Thomas Register

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directory	Comprehension Detail/inference Informational reports

(TASK STATEMENT) Read Dun & Bradstreet

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalog file or bookcase Dun and Bradstreet publication	Find new source of supply Survey for financial information Survey for company size Survey for company rating Survey for company address	

DECISIONS	CUES	ERRORS
Determine if manufacturer fits general requirements Request quotations	If manufacturer is listed	Loss of profit

(TASK STATEMENT) Read Dun & Bradstreet

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directory	Comprehension Detail/inference Informational report

(TASK STATEMENT) Read Trade Publications

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Book case or file Trade publications	To find new source of supply Find new and improved products	

DECISIONS	CUES	ERRORS
Determine if manufacturer fits general requirements Request bid quotation	If manufacturer is advertising on new product list	Loss of profit

(TASK STATEMENT) Read Trade Publications

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Fuctioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directory	Comprehension Detail/inference Informational report

(TASK STATEMENT) Read Literature Received By Mail

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Buyer's office Letter opener	Find new sources of supply Find new and improved products	

DECISIONS	CUES	ERRORS
Determine if manufacturer fits general requirements Request bid quotation	Manufacturer advertising	Loss of profits

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(TASK STATEMENT) Read Literature Received By Mail

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction, multiplication and division

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Directory	Comprehension Detail/Inference Informational report

(TASK STATEMENT) Inspect Supplier Plant

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Basic transporation Supplier evaluation form Pen or pencil	Introduce personnel Tour facility Confer with production and management personnel	

DECISIONS	CUES	ERRORS
Determine if production capacity is capable of meeting maximum order standards Determine if product meets quality standards set by company policy Determine if package meets company specifications Request bid quotation	Production capacity, quality and package meet buyer requirements	Financial problems

(TASK STATEMENT) Inspect Supplier Plant

SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables Capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally Professionalism: Maintain capacity to foster trust, cooperation; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variables; exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability	Whole Numbers Basic Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology, clarity of expression, persuasion and sales technique, logic, dress
Listening	Obtaining information	Detection of propaganda devices, discriminate facts from nonfacts, recognize opinions, logic
Viewing	Obtaining information	Visual analysis, memory, describing, logic
Touching	Obtaining information	Size, shape, texture
Writing	Supplier evaluation form	Penmahsip, description, clarity of expression, logic

Duty I Securing Quotation

1 Select Vendors

2 Complete Bid Quotation Information

3 Mail Quote To Selected Vendors

4 Analyze Returned Quote

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(TASK STATEMENT) Select Vendors

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Catalog file Pen or pencil	Determine item to be competitively bidded List vendors capable of producing item	

DECISIONS	CUES	ERRORS
Select company capable of supplying item Send bid quotation	List of vendors	Financial loss

(TASK STATEMENT) Select Vendors

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Catalog	Comprehension Detail/Inference Informational Reports Classification Description
Writing	List of vendors	

(TASK STATEMENT) Complete Bid Quotation Information

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Quotation form Pen and pencil Written specification Blue prints	Ascertain return date Ascertain F.O.B. point Ascertain standarized quotation specifications and blueprints	

DECISIONS	CUES	ERRORS
Determine if all information is included in correct locations on quote form.	Need for quote	Financial loss

(TASK STATEMENT) Complete Bid Quotation Information

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of maximum functioning capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers Fundamental Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Quote form	Penmanship Description Terminology Clarity of expression

(TASK STATEMENT) Mail Quote to Selected Vendors

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Quote form Pen and pencil Vendor bid list	Collect material (quote, specification, prints) Check for completness Type and mail quote	
DECISIONS Determine accuracy and completeness of information	**CUES** Original sources	**ERRORS** Vendor gets improper information not all information included

(TASK STATEMENT) Mail Quote to Selected Vendors

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	

SL

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Quote form	Penmanship Business letters

(TASK STATEMENT) Analyze Returned Quote

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Quote form (completed) Pen or pencil Calculator Comparison chart	Date quote return Tabulate for price, quality, service and capability, F.O.B. point Check for uniformity of bid.	

DECISIONS	CUES	ERRORS
Determine lowest cost Determine best quality Determine best service	Returned quotes	Financial loss

(TASK STATEMENT) Analyze Returned Quote

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Rational Fundamental Operations Addition, subtraction, multiplication and division

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Quotes	Comprehension Detail/Inference Informational Reports Proposals Terminology
Writing	Comparison chart	Penmanship Classification Memo Format

Duty J Choosing Between Contract and Open Market Purchase

1 Determine If Quanity Needed Will Substantiate Contract Purchase
2 Investigate Future Supply and Demand of Commodity
3 Submit Quotation For Contract and Open Market Purchase
4 Negotiate Purchase Order Terms For Contract and Open Market Purchase

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(TASK STATEMENT) Determine If Quantity Needed Will Substantiate Contract Purchase

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Projected usage forcast	Determine if necessary quantity is sufficient for contract purchase	

DECISIONS	CUES	ERRORS
Determine if the quanity is large enough	Quantity needed	Financial loss

(TASK STATEMENT) Determine If Quanity Needed Will Substantiate Contract Purchase

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Rational Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Forcast	Comprehension Detail inference Informational Reports Proposals Terminology

(TASK STATEMENT) Investigate Future Supply and Demand of Commodity

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trade journal Government publications	Read and survey trade journals and government publications List trends of supply and demand	
DECISIONS	**CUES**	**ERRORS**
Make a personal judgment supply and demand for item	Results of survey and market condition	Financial loss

(TASK STATEMENT) Investigate Future Supply and Demand of Commodity

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Rational Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Trade journals and publications	Comprehension Detail Inference Informational Reports Terminology
Writing	Listing	Penmanship Classification

(TASK STATEMENT) Submit Quotation for Contract and Open Market Purchase

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Quotation form Vendor list Pen & pencil Product specification	Select appropriate vendors Complete quotation form with necessary information	
DECISIONS	**CUES**	**ERRORS**
Determine if vendor meets requirements Request quotation	Attempting to purchase on open market or by contract	Financial loss

(TASK STATEMENT) Submit Quotation for Contract and Open Market Purchase

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Quotation form	Penmanship Spelling Description Terminology/ General Vocabulary

(TASK STATEMENT) Negotiate Purchase Order Terms for Contract and Open Market Purchase

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order form Buyer's office Pen and pencil	Negotiate with vendor for performance of contract concerning: quantity, price, delivery date, specifications, F.O.B. point, cash terms, packaging, legal terms inspection/certification techniques and stocking arrangements	

DECISIONS	CUES	ERRORS
Determine if vendor is acceptable based on above criteria	Successful negotiations	Financial loss

(TASK STATEMENT) Negotiate Purchase Order Terms for Contract and Open Market Purchase

SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance Attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables Professionalism: Maintain capacity to foster trust, confidentiality, cooperation; to generate integrity; to cope with conflict behavior; to function efficiently when encountering fast changing, multiple, personal or situational variable; exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability	Rational Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic, note taking
Reading	Product information	Comprehension, detail/inference, informational reports
Writing	Product reports	Penmanship, spelling, description, terminology
Viewing	Sample product	Visual analysis, describing, memory, color
Touching	Sample product	Size, shape, texture

Duty K Maintaining Inventory Control

1 Determine Economic Order Quanity
2 Determine Reorder Point
3 Schedule Purchases and Deliveries
4 Check Delivery Receipts
5 Verify Invoices

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(TASK STATEMENT) Determine Economic Order Quantity

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Calculator Paper and pencil	Determine annual usage or sales in dollars Cost of placing an order Annual cost of carrying the inventory (expressed as a percentage of the value of the inventory)	

DECISIONS	CUES	ERRORS
Determine what should be done with formula results	Determining order quantities	Financial loss

(TASK STATEMENT) Determine Economic Order Quantity

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	E.O.Q. formula=$Q=\frac{V2AB}{I}$ Basic Statistical Skills and Concepts Techniques of statistical analysis and statistical inference

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Calculating reports	Penmanship Classification Reports
Reading	Production reports	Comprehension Detail Inference Information Reports Progress Reports

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(TASK STATEMENT) Determine Reorder Point

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Calculator Pen & pencil	Use following formula to determine reorder point Reorder point= (Average lead time) x (Average rate of use) & safety stock	

DECISIONS	CUES	ERRORS
Determine reorder point with above information	Results of the formula	Financial - overstock or understock

(TASK STATEMENT) Determine Reorder Point

Behavioral SCIENCE	MATH - NUMBER SYSTEMS
Principle: Attributes of Maximum Functional Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Calculating reports	Penmanship Classifications Reports
Reading	Production reports	Comprehesion Detail/inference Informational Reports Progress Reports

(TASK STATEMENT) Schedule Purchases and Deliveries

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Usage schedule Office	Indicate delivery schedule on purchase order Confer with warehouse regarding space allocation and manpower Contact manufacturer for confirmation of delivery date on purchase order	

DECISIONS	CUES	ERRORS
Determine enough lead time so that production can continue without threat of shut down due to lack of materials	Production schedule	Financial loss

(TASK STATEMENT) Schedule Purchases and Deliveries

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals-quotations, physical experience and reports
Listening	Oral description	Discriminate fact from non-fact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary

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(TASK STATEMENT) Check Delivery Receipts

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order Weigh bill Delivery receipt Receiver Bill of lading Packing list	Verify receiving documents against original purchase order	

DECISIONS	CUES	ERRORS
Determine if deliveries are in accord with original purchase order	Notification of delivery	Financial loss

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(TASK STATEMENT) Check Delivery Receipts

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals quotations, physical experiment reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary

(TASK STATEMENT) Verify Invoices

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Invoice (manufacturer's) Purchase order Packing list (manufacturer's) Receiving report	Compare quoted prices on purchase order to price listed on manufacturers invoice Contact manufacturer for cause if price varies	

DECISIONS	CUES	ERRORS
Determine variations in prices	Variances in quoted prices	Financial loss

(TASK STATEMENT) Verify Invoices

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization Capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals quotations, physical experiment-reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary

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Duty L Issuing Purchase Orders

1 Fill Out Purchase Order Form

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(TASK STATEMENT) Fill Out Purchase Order Form

TOOLS, EQUIPMENT, MATERIALS, OPJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order form(7 part standard) Pen or pencil Requisitioned requirements	Fill out the following items on a purchase order Name & address of purchasing company Identify order number Date Name and address of vendor General instructions Delivery date required Shipping instructions Description of materials ordered and quantity Price and discounts Authorizing signature	

DECISIONS	CUES	ERRORS
Determine need to place order	Need of material or merchandise	Financial loss

(TASK STATEMENT) Fill Out Purchase Order Form

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals, quotations, physical experience and reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general vocabulary

Duty M Corresponding With Vendors

1 Contact Vendors For Purchase Order Follow Up

2 Contact For Vendor Adjustments

/ 2 /

(TASK STATEMENT) Contact Vendors for Purchase Order Follow Up

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order follow up form Telephone Buyer's office	Determine which purchase orders have to be followed up and by the following methods Printed post card Personal letter Telegram Telephone call Personal interview	

DECISIONS	CUES	ERRORS
Determine whether to seek alternate sources of supply	Changes in cost quality	Excessive loss to company

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(TASK STATEMENT) Contact Vendors for Purchase Order Follow Up

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attribute of Maximum Functioning Capacity Conscious awareness of qualities basic to optimal mental performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization Capacity to maintain open-mindedness and composure in the far seemingly different, eccentric or clashing values expressed behaviorally or verbally	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Reading catalogs and quotations	Comprehension, detail inference, proposals quotations, physical experiment and reports
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Writing	Executive report	Penmanship, spelling, description, terminology/general voacbulary

(TASK STATEMENT) Contact for Vendor Adjustments

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Purchase order Receiver Packing list	Contact the manufacturer for the following reasons: Shortages Overages Damaged merchandise Change of original purchase order specifications Returned goods	

DECISIONS	CUES	ERRORS
Determine whether to seek alternate sources of supply	Changes to original purchase order	Financial loss

(TASK STATEMENT) Contact for Vendor Adjustment

Behavioral SCIENCE	MATH – NUMBER SYSTEMS
Principle: Attributes of Maximum Functional Capacity Conscious Awareness of Qualities Basic to Optimal Mental Performance 1. Attention 2. Observation 3. Concentration 4. Mental Alertness 5. Mental Quietude 6. Mental Clarity 7. Organization Capacity to maintain open-mindness and composure in the far seemingly different, eccentric orclashing values expressed behaviorally or verbally	Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Obtaining information	Terminology/general vocabulary, clarity of expression, persuasion, dress, facial and body features
Listening	Oral description	Discriminate fact from nonfact, recognize opinions, logic, note taking
Reading	Product information	Comprehension, detail/inference, informational reports
Writing	Product reports	Penmanship, spelling, description, terminology
Viewing	Sample products	Visual analysis, describing, memory, color
Touch	Sample product	Size, shape, texture

Duty N Fostering Human Relations

1 Maintain Good Human Relations Within Company

2 Maintain Good Human Relations With Vendors

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(TASK STATEMENT) Maintain Good Human Relations Within the Company

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Fellow employees	Recognize that the following lists of personal behavior traits are important: Listening Positive attitude Be objective, get the facts first before reacting Conflict avoidance Treat people as individuals and with respect	

DECISIONS	CUES	ERRORS
Determine personality improvement	Negative personality traits	Personality conflict

(TASK STATEMENT) Maintain Good Human Relations with Company

Behavioral SCIENCE

Hiring
A. Exhibit capacity to acertain personal qualities (skills, knowledge, character, flexibility, learning capacity)
B. Exhibit capacity to foster trust
C. Exhibit capacity to accurately reflect plant environment and job expectation

Firing
A. Exhibit capacity to engender clear statement of rationale
B. Exhibit capacity to listen openly and attentively (without bias) in this communication process
C. Exhibit qualities of tact, poise, consideration, graciousness and imagination

Professionalism
A. Maintain capacity to foster trust
B. Maintain capacity to foster confidentiality
C. Maintain capacity to foster cooperation
D. Maintain capacity to generate integrity E. Maintain capacity to cope with conflict behavior F. Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables G. Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability. Supervision A. Distribute personnel with regard to leadership qualities and experiences for optimum team performance B. Maintain customers illusion of privacy by avoiding excessive noise or movement C. Grant appropriate regard for cutomer's personal space (Convenience and special interest) D. Grant conscious attention to smoothly flowing team work E. Maintain regard for differing views on maximum efficiency of the operations F. Grant appropriate regard for customer's unique needs G. Exhibit capacity to acertain best service for the particular party type requested H. Show and describe facilities with appropriate speed and clarity I. Communicate pride in establishment

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Information	Terminology/general vocabulary, implying, clarity of expression, persuation and sales technique, logic, gestures, dress, facial and body features, poise
Listening	Personal conversation	Detection of propaganda, facts and nonfact, recognize opinions

(TASK STATEMENT) Maintain Good Human Relations with Vendors

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
	Recognize that the following lists of personal behavior traits are important Listening Positive Attitude Be objective, get the facts, first before reacting Conflict avoidance Treat people as individuals and with respect	
DECISIONS Determine personality improvement	**CUES** Negative personality traits	**ERRORS** Personality conflicts

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(TASK STATEMENT) Maintain Good Human Relations with Vendors

Behavioral **SCIENCE**	Behavioral Science
Hiring A. Exhibit capacity to acertain personal qualities (skills, knowledge, character, flexibility, learning capacity) B. Exhibit capacity to foster trust C. Exhibit capacity to accurately reflect plant environment and job expectation. Firing A. Exhibit capacity to engender clear statement of rationale B. Exhibit capacity to listen openly and attentively (without bias) in this communication process C. Exhibit qualities of tact, poise, consideration, graciousness and imagination Professionalism A. Maintain capacity to foster trust B. Maintain capacity to foster confidentiality C. Maintain capacity to foster cooperation	D. Maintain capacity to generate integrity E. Maintain capacity to cope with conflict behavior F. Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables G. Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability. Supervision A. Distribute personnel with regard to leadership qualities and experiences for optimum team performance B. Maintain customers illusion of privacy by avoiding excessive noise or movement C. Grant appropriate regard for customer's personal space (convenience and special interest) D. Grant conscious attention to smoothly flowing team work E. Maintain regard for differing views on maximum efficiency of the operations F. Grant appropriate regard for customer's unique needs G. Exhibit capacity to acertain best service for the particular party type requested H. Show and describe facilities with appropriate speed and clarity I. Communicate pride in establishment

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Information	Terminology/general vocabulary, implying, clarity of expression, persuasion and sales technique, logic, gestures, dress, facial and body features, poise
Listening	Personal conversation	Detection of propaganda, facts and nonfact, recognize opinions

GLOSSARY

Purchase Order - Legal contract for committment of purchase

Requisition - A basic form used in describing a need, generally issued by the using department

Purchasing Agent, Buyer - Someone authorized to act for some other person known as a principal

Quotation or Bid Request - A basic form instrument used to secure price and delivery information for specific requirements

Demarrage - A penalty for detaining a carrier

Discounts - Varies with the trade, considered a reduction in price

Expediting - Accelerating the process of delivery

F.O.B. - Free on board - delivery of goods with all charges paid on board cars

Consignment - The title to the merchandise has not been transferred to the buyer, but retained by the seller

Back Order - Materials not received by the buyer on the date due

Shortage - Less than quantity ordered

Overage - More than quantity ordered

Bill of Lading - A contract between the shipper and a transportation company

Receiver - A daily record of all merchandise received

Purchasing History Card - All information concerning a vendor is kept on a history card

Vendor - A manufacturer a buyer does business with

Contract Purchases - Generally a long term, quantity contract with protected pricing, with a particular vendor

Open Market Purchases - Purchasing at current market price usually short term contact